

## Appeals and complaints

According to the International requirements for Certification Bodies, the audited client has the right to complain and/or to appeal.

### Complaint

- As RNET customer you have the right to complaint on the following:
- Any issue related to RNET administration and customer service
- Any issue related to the auditor and/or the audit process

The complaint shall be investigated by the relevant and impartial management representative in RNET and the response shall be issued accordingly. In case the complainant is not satisfied with the response, he may forward the complaint to the Certification Council- a forum monitoring RNET certification activities. When the Certification Council response is not satisfying, the complaint may be submitted to ANAB- RNET Accreditation Body It is important to emphasize, every complaint is investigated by RNET in order to learn and improve our processes as well as understand the root cause and make proper corrective/preventive action, where applicable.

### Appeal

Appeal can be submitted in case of the audited organization's disagreement with the audit findings, nonconformities raised by the auditor during the audit. The appeal must be submitted in writing, within 30 days from the audit date. When the appeal is received by RNET, the appellant shall receive a letter of confirmation and acknowledgment. An appeals committee shall be assembled containing of auditors and experts, completely impartial and not involved in the specific audit activities. The appellant shall be notified of the names of the committee's members to verify that there is no objection and there is no conflict of interests. The appeal handling and decision making process shall be completed within 30 days from the appeal submission. The appeals committee's decision is final and RNET shall act upon it. In case the appellant is not satisfied with the decision, he may forward the appeal to the Certification Council- a forum monitoring RNET certification activities. When the appellant is not satisfied with the Certification Council's handling of the appeal , the appeal may be submitted to ANAB- RNET Accreditation Body